

### Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

### Listing of Claims:

1-12. (Cancelled)

13. (Currently Amended) A computer-implemented method comprising:  
accepting, using at least one computer that includes a processor, utilization information characterizing aspects of contracts entered into by each of a plurality of independent agencies with one or more independent service-providers included in a plurality of independent service-providers;

based on the utilization information, identifying, using at least one computer that includes a processor, instances in which a first independent agency included in the plurality of independent agencies and a second independent agency included in the plurality of independent agencies have each entered into a contract with a common service-provider included in the plurality of independent service-providers, the first independent agency being different than the second independent agency;

based on the identified instances in which the first independent agency and the second independent agency have each entered into a contract with the common service-provider, calculating, using at least one computer that includes a processor and a portion of the utilization information that specifies monetary value of contracts associated with the identified instances, overlap statistics characterizing a degree, with respect to the monetary value, to which interactions of the first independent agency and at least one common service-provider overlap with interactions of the second independent agency and the at least one common service-provider;

generating, using at least one computer that includes a processor, a graphical representation of the overlap statistics that indicates the degree, with respect to the monetary

value, to which interactions of the first independent agency and the at least one common service-provider overlap with interactions of the second independent agency and the at least one common service-provider;

displaying, using at least one computer that includes a processor, the graphical representation of the overlap statistics to an employee of the first independent agency after the employee has been logged into a relationship-management system;

creating, using at least one computer that includes a processor, a shell document for a service contract that relates to services purchased by both the first independent agency and the second independent agency;

posting, using at least one computer that includes a processor, the shell document for the service contract in a secure collaboration space within the relationship-management system to enable collaboration on the shell document by employees of the first independent agency and the second independent agency; [[and]]

notifying, using at least one computer that includes a processor, the second independent agency that the shell document has been posted in the secure collaboration space to enable employees of the second independent agency to review and make changes to the shell document in the secure collaboration space; and

after the shell document has been completed by both the first independent agency and the second independent agency, using at least one computer that includes a processor to identify service providers that have been pre-qualified to provide services included in the completed shell document and post the completed shell document to home pages of the pre-qualified service providers that are separate from the secure collaboration space such that designated employees of the pre-qualified service providers perceive the completed shell document upon next logging into the relationship-management system.

14. (Previously Presented) The method of claim 13, wherein generating the graphical representation comprises:

rendering a first graphical element identifying the first independent agency of the plurality of agencies;

rendering a second graphical element identifying the second independent agency of the plurality of agencies; and

rendering an intersection element corresponding to the first graphical element and the second graphical element, the intersection element visually indicating the degree, with respect to the monetary value, to which interactions of the first independent agency and the at least one common service-provider overlap with interactions of the second independent agency and the at least one common service-provider.

15. (Original) The method of claim 14, wherein the first graphical element comprises a heading of a row, the second graphical element comprises a heading of a column, and the intersection element comprises a cell corresponding to said row and said column.

16. (Cancelled)

17. (Previously Presented) The method of claim 13, wherein:  
identifying instances in which the first independent agency and the second independent agency have each entered into a contract with a common service-provider comprises identifying instances in which the first independent agency, the second independent agency, and a third independent agency have each entered into a contract with a common service-provider, the third independent agency being different than the first independent agency and the second independent agency;

calculating overlap statistics characterizing the degree, with respect to the monetary value, to which interactions of the first independent agency and at least one common service-provider overlap with interactions of the second independent agency and the at least one common service-provider calculating overlap statistics characterizing a degree, with respect to the monetary value, to which interactions of the first independent agency and at least one common service-provider, interactions of the second independent agency and the at least one common service-provider, and interactions of the third independent agency and the at least one common service-provider overlap;

generating the graphical representation further comprises rendering a third graphical element identifying the third independent agency of the plurality of agencies, the third graphical element comprising a third shape; and

rendering the intersection element comprises rendering an intersection element that corresponds to an intersection of the first shape and the third shape and an intersection of the second shape and the third shape.

18. (Previously Presented) The method of claim 14, further comprising determining a list including service-providers from whom services were purchased by both the first agency and the second agency, wherein generating the graphical representation further comprises:

displaying the determined list including service-providers from whom services were purchased by both the first agency and the second agency in association with the intersection element.

19. (Previously Presented) The method of claim 14, further comprising determining a list including types of services purchased by the first agency from a service-provider from whom services were purchased by both the first agency and the second agency, wherein generating the graphical representation further comprises:

displaying the determined list including types of services purchased by the first agency from a service-provider from whom services were purchased by both the first agency and the second agency in association with the intersection element.

20. (Cancelled)

21. (Previously Presented) The method of claim 14 wherein:  
calculating overlap statistics characterizing the degree to which interactions of the first independent agency and at least one common service-provider overlap with interactions of the second independent agency and the at least one common service-provider comprises:

computing a total value of services collectively purchased from the at least one common service-provider by the first independent agency and the second independent agency; and

computing a percentage of the total value of services collectively purchased from the at least one common service provider by the first independent agency and the second independent agency with respect to a total value of services collectively purchased from all service-providers by the first independent agency and the second independent agency; and

rendering the intersection element comprises rendering an intersection element that displays the total value of services collectively purchased from the at least one common service-provider by the first independent agency and the second independent agency and that displays the percentage of the total value of services collectively purchased from the at least one common service provider by the first independent agency and the second independent agency with respect to the total value of services collectively purchased from all service-providers by the first independent agency and the second independent agency.

22. (Previously Presented) The method of claim 14 wherein:

calculating overlap statistics characterizing the degree to which interactions of the first independent agency and at least one common service-provider overlap with interactions of the second independent agency and the at least one common service-provider comprises computing a number of common service-providers that provide services to both the first independent agency and the second independent agency; and

rendering the intersection element comprises rendering an intersection element that displays the number of common service-providers that provide services to both the first independent agency and the second independent agency.

23. (Previously Presented) The method of claim 13 wherein calculating the overlap statistics comprises calculating overlap statistics for each of multiple pairs of independent agencies, further comprising:

based on the overlap statistics, identifying a subset of the multiple pairs for which a degree of overlap between interactions of agencies included in a pair with common service-providers is highest, the subset of the multiple pairs including a pre-determined threshold number of pairs;

wherein generating the graphical representation of the overlap statistics comprises:

displaying a table that includes at least one overlap statistic for each of the multiple pairs of independent agencies;

labeling, in the table, the identified subset of the multiple pairs for which the degree of overlap between interactions of agencies included in a pair with common service-providers is highest; and

displaying additional overlap statistics for each of the multiple pairs included in the identified subset.

24. (Previously Presented) The method of claim 23 wherein:

displaying the table that includes at least one overlap statistic for each of the multiple pairs of independent agencies comprises displaying a table that includes, for each of the multiple pairs of independent agencies, a total value of services collectively purchased from common service-providers by the agencies included in the corresponding pair; and

displaying additional overlap statistics for each of the multiple pairs included in the identified subset comprises:

displaying, for each of the multiple pairs included in the identified subset, a number of common service-providers contracted by both of the agencies included in the corresponding pair;

displaying, for each of the multiple pairs included in the identified subset, an average number of contracts per service-provider entered into by the agencies included in the corresponding pair; and

displaying, for each of the multiple pairs included in the identified subset, a list of a threshold number of programs for each of the agencies included in the corresponding pair, the threshold number of programs being a threshold number of programs that have

the highest contribution to the value of services purchased from common service-providers.

25. (Previously Presented) The method of claim 13 wherein:  
calculating the overlap statistics comprises calculating, for each of multiple pairs of independent agencies, a total value of services collectively purchased from common service-providers by the agencies included in the corresponding pair;

wherein generating the graphical representation of the overlap statistics comprises:

displaying a table that includes, for each of the multiple pairs of independent agencies, the total value of services collectively purchased from common service-providers by the agencies included in the corresponding pair; and

displaying, for at least one of the multiple pairs of independent agencies, a listing of common service-providers and a total value of services purchased from each of the common service-providers included in the list by each of the agencies included in the corresponding pair.

26. (Previously Presented) The method of claim 13 wherein:  
calculating overlap statistics characterizing the degree to which interactions of the first independent agency and at least one common service-provider overlap with interactions of the second independent agency and the at least one common service-provider comprises calculating overlap statistics characterizing a degree to which interactions of the first independent agency and multiple common service-providers, interactions of the second independent agency and the multiple common service-providers, and interactions of the third independent agency and the multiple common service-providers overlap; and

generating the graphical representation of the overlap statistics comprises generating a Venn diagram that includes a first shape corresponding to the first independent agency, a second shape corresponding to the second independent agency, and a third shape corresponding to the third independent agency, the first shape, the second shape, and the third shape overlapping within the Venn diagram to indicate a first degree to which interactions of the first independent agency, the second independent agency, and the third independent agency with the multiple

common service-providers overlap, a second degree to which interactions of the first independent agency and the second independent agency with the multiple common service-providers overlap, a third degree to which interactions of the first independent agency and the third independent agency with the multiple common service-providers overlap, and a fourth degree to which interactions of the second independent agency and the third independent agency with the multiple common service-providers overlap.

27. (Previously Presented) The method of claim 26 wherein:

the second degree to which interactions of the first independent agency and the second independent agency with the multiple common service-providers overlap comprises a second degree to which interactions of the first independent agency and the second independent agency with the multiple common service-providers overlap, but do not overlap with interactions of the third independent agency;

the third degree to which interactions of the first independent agency and the third independent agency with the multiple common service-providers overlap comprises a third degree to which interactions of the first independent agency and the third independent agency with the multiple common service-providers overlap, but do not overlap with interactions of the second independent agency, and

the fourth degree to which interactions of the second independent agency and the third independent agency with the multiple common service-providers overlap comprises a fourth degree to which interactions of the second independent agency and the third independent agency with the multiple common service-providers overlap, but do not overlap with interactions of the first independent agency.

28. (Previously Presented) The method of claim 26 wherein generating the Venn diagram comprises:

generating a first overlap region that relates to the overlap statistics corresponding the multiple common service-providers that interact with each of the first independent agency, the second independent agency, and the third independent agency;



generating a second overlap region that relates to the overlap statistics corresponding the multiple common service-providers that interact with each of the first independent agency and the second independent agency, but do not interact with the third independent agency;

generating a third overlap region that relates to the overlap statistics corresponding the multiple common service-providers that interact with each of the first independent agency and the third independent agency, but do not interact with the second independent agency; and

generating a fourth overlap region that relates to the overlap statistics corresponding the multiple common service-providers that interact with each of the second independent agency and the third independent agency, but do not interact with the first independent agency.

29. (Previously Presented) The method of claim 28 wherein:

generating the first overlap region comprises displaying, in the first overlap region, a total value of services collectively purchased from the multiple common service-providers providing services to each of the first independent agency, the second independent agency, and the third independent agency and a total number of the multiple common service-providers providing services to each of the first independent agency, the second independent agency, and the third independent agency;

generating the second overlap region comprises displaying, in the second overlap region, a total value of services collectively purchased from the multiple common service-providers providing services to the first independent agency and the second independent agency, but not to the third independent agency and a total number of the multiple common service-providers providing services to the first independent agency and the second independent agency, but not to the third independent agency;

generating the third overlap region comprises displaying, in the third overlap region, a total value of services collectively purchased from the multiple common service-providers providing services to the first independent agency and the third independent agency, but not to the second independent agency and a total number of the multiple common service-providers providing services to the first independent agency and the third independent agency, but not to the second independent agency; and

generating the fourth overlap region comprises displaying, in the fourth overlap region, a total value of services collectively purchased from the multiple common service-providers providing services to the second independent agency and the third independent agency, but not to the first independent agency and a total number of the multiple common service-providers providing services to the second independent agency and the third independent agency, but not to the first independent agency.

30. (Previously Presented) The method of claim 28 wherein generating the Venn diagram further comprises:

generating a first non-overlapping region that corresponds the first independent agency and that relates to statistics for service-providers that interact with the first independent agency, but do not interact with the second independent agency and the third independent agency;

generating a second non-overlapping region that corresponds the second independent agency and that relates to statistics for service-providers that interact with the second independent agency, but do not interact with the first independent agency and the third independent agency; and

generating a third non-overlapping region that corresponds the third independent agency and that relates to statistics for service-providers that interact with the third independent agency, but do not interact with the first independent agency and the second independent agency.

31. (Previously Presented) The method of claim 30 wherein:

generating the first non-overlapping region comprises displaying, in the first non-overlapping region, a total value of services collectively purchased from the service-providers that interact with the first independent agency, but do not interact with the second independent agency and the third independent agency and a total number of the service-providers that interact with the first independent agency, but do not interact with the second independent agency and the third independent agency;

generating the second non-overlapping region comprises displaying, in the second non-overlapping region, a total value of services collectively purchased from the service-providers that interact with the second independent agency, but do not interact with the first independent

agency and the third independent agency and a total number of the service-providers that interact with the second independent agency, but do not interact with the first independent agency and the third independent agency; and

generating the third non-overlapping region comprises displaying, in the third non-overlapping region, a total value of services collectively purchased from the service-providers that interact with the third independent agency, but do not interact with the first independent agency and the second independent agency and a total number of the service-providers that interact with the third independent agency, but do not interact with the first independent agency and the second independent agency.

32. (Currently Amended) An article of manufacture encoded with executable instructions that, when executed by at least one processor, cause the at least one processor to perform operations comprising:

accepting utilization information characterizing aspects of contracts entered into by each of a plurality of independent agencies with one or more independent service-providers included in a plurality of independent service-providers;

based on the utilization information, identifying instances in which a first independent agency included in the plurality of independent agencies and a second independent agency included in the plurality of independent agencies have each entered into a contract with a common service-provider included in the plurality of independent service-providers, the first independent agency being different than the second independent agency;

based on the identified instances in which the first independent agency and the second independent agency have each entered into a contract with the common service-provider, calculating, using a portion of the utilization information that specifies monetary value of contracts associated with the identified instances, overlap statistics characterizing a degree, with respect to the monetary value, to which interactions of the first independent agency and at least one common service-provider overlap with interactions of the second independent agency and the at least one common service-provider;

generating a graphical representation of the overlap statistics that indicates the degree, with respect to the monetary value, to which interactions of the first independent agency and the

at least one common service-provider overlap with interactions of the second independent agency and the at least one common service-provider;

displaying the graphical representation of the overlap statistics to an employee of the first independent agency after the employee has been logged into a relationship-management system;

creating a shell document for a service contract that relates to services purchased by both the first independent agency and the second independent agency;

posting the shell document for the service contract in a secure collaboration space within the relationship-management system to enable collaboration on the shell document by employees of the first independent agency and the second independent agency; [[and]]

notifying the second independent agency that the shell document has been posted in the secure collaboration space to enable employees of the second independent agency to review and make changes to the shell document in the secure collaboration space; and

after the shell document has been completed by both the first independent agency and the second independent agency, identifying service providers that have been pre-qualified to provide services included in the completed shell document and posting the completed shell document to home pages of the pre-qualified service providers that are separate from the secure collaboration space such that designated employees of the pre-qualified service providers perceive the completed shell document upon next logging into the relationship-management system.

33. (Currently Amended) A system comprising at least one server configured to perform operations comprising:

accepting utilization information characterizing aspects of contracts entered into by each of a plurality of independent agencies with one or more independent service-providers included in a plurality of independent service-providers;

based on the utilization information, identifying instances in which a first independent agency included in the plurality of independent agencies and a second independent agency included in the plurality of independent agencies have each entered into a contract with a common service-provider included in the plurality of independent service-providers, the first independent agency being different than the second independent agency;

based on the identified instances in which the first independent agency and the second independent agency have each entered into a contract with the common service-provider, calculating, using a portion of the utilization information that specifies monetary value of contracts associated with the identified instances, overlap statistics characterizing a degree, with respect to the monetary value, to which interactions of the first independent agency and at least one common service-provider overlap with interactions of the second independent agency and the at least one common service-provider;

generating a graphical representation of the overlap statistics that indicates the degree, with respect to the monetary value, to which interactions of the first independent agency and the at least one common service-provider overlap with interactions of the second independent agency and the at least one common service-provider;

displaying the graphical representation of the overlap statistics to an employee of the first independent agency after the employee has been logged into a relationship-management system;

creating a shell document for a service contract that relates to services purchased by both the first independent agency and the second independent agency;

posting the shell document for the service contract in a secure collaboration space within the relationship-management system to enable collaboration on the shell document by employees of the first independent agency and the second independent agency; [[and]]

notifying the second independent agency that the shell document has been posted in the secure collaboration space to enable employees of the second independent agency to review and make changes to the shell document in the secure collaboration space; and

after the shell document has been completed by both the first independent agency and the second independent agency, identifying service providers that have been pre-qualified to provide services included in the completed shell document and posting the completed shell document to home pages of the pre-qualified service providers that are separate from the secure collaboration space such that designated employees of the pre-qualified service providers perceive the completed shell document upon next logging into the relationship-management system.

34. (Previously Presented) The method of claim 13 wherein calculating the overlap statistics comprises calculating, using a portion of the utilization information that specifies

monetary value of contracts associated with the identified instances, overlap statistics characterizing a degree, with respect to the monetary value, to which the first independent agency and the second independent agency interact with at least one common service-provider relative to total interactions of the first independent agency and the second independent agency with all of the plurality of service-providers.